#

**CHETHMI**

Seeking a career oriented job that will give me an optimum exposure where I shall be able to develop my professional leadership and communication skills. In response, that I shall take my job with great sense of responsibilities and expect to make a positive contribution.





**PERSONAL DETAILS**

**Date of birth:**16 august 1995

**Marital Status:** Single

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**Current address:**Abu Dhabi, UAE



**EDUCATION**

• G.C.E Ordinary level in 2011

• Professional in international Sri Lanka hockey federation course in 2008 august to 2010 December

• High Performance course, Advanced Course, Fundamental players, Intermediate course.

• Achievers International campus in IDM diploma in computing ICT in 2005 to 2007 and certificate in Microsoft access 2007



**WORK EXPERIENCE**

**Sep 2014 – till now**

**“P.F. Changs”– Alshaya Group LLC (Abu Dhabi, UAE)**

**WAITERS**

**Responsibilities**

* Great guests and make them feel comfortable.
* Learn menu items and be able to describe them appropriately to guests.
* Take beverage and food orders.
* Deliver beverages and food in a timely manner.
* Check-in with guests to ensure that everything is going well.
* Clear dirty dishes from table.
* Refill beverages throughout the meal.
* Deliver guest’s bill and thank them for dining at the restaurant.
* Work with other servers and be a team player.

**2013 – 2014**

**“Heladiv”(Sri Lanka)**

**CUSTOMER SERVICE REPRESENTATIVE**



 **TIPS, WHICH I GAINED FROM MY JOB**

English - fluent

Sinhala - native

**LANGUAGES**

• Excellent customer service experience

• Ability and desire to sell

• Team player

• Problem solving

• Excellent communication skills

• Have a positive, confident and determined approach

**PROFESSIONAL SKILLS**

* Effectively manage large amounts of incoming calls
* Generate sales leads
* Identify and assess customers’ needs to achieve satisfaction
* Build sustainable relationships of trust through open and interactive communication
* Provide accurate, valid and complete information by using the right methods/tools
* Meet personal/team sales targets and call handling quotas
* Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution
* Keep records of customer interactions, process customer accounts and file documents
* Follow communication procedures, guidelines and policies
* Take the extra mile to engage customers

**KEY SKILLS**

* Every customer, every human is different. Treat each customer as a potential million – dollar customer.
* First impression is a last impression.
* Be positive, winning the argument and losing the customer is no victory.